

HGS UK Wins Big at 2015 Contact Centre World Awards

*Lands Top Honours for Delivering Exceptional Customer Service
at Preston and Chiswick Locations*

NOVEMBER 30, 2015 (LONDON) – Hinduja Global Solutions Limited (HGS), (listed on NSE and BSE in India) a global leader in business process management, added to its award tally with wins for its UK locations in the global finals of the 2015 Contact Centre World (CCW) Awards.

HGS UK took home top honours for “**Best Large Centre**” (Gold – HGS Preston) and “**Best Customer Service for Small Centre**” (Gold – HGS Chiswick).

This is the third consecutive year HGS UK won a prestigious CCW Award for having the best call centres in the world. Previously, HGS Preston won the gold award for “Best Mid-Size Contact Centre” (2013) and “Best Large Contact Centre – EMEA” (2014). This year’s wins solidify HGS UK as a leader in ensuring the world’s top companies stay on the cutting edge of customer experience solutions.

“I am delighted that our UK team was once again honoured for their commitment to helping our clients provide the best customer experience in the world,” said Matthew Vallance, CEO of HGS Europe. “These awards are a testament to the quality of our people and our clients, and they’re especially encouraging as we continue to grow in the UK.”

The CCW Awards is the leading global awards programme for contact centre practitioners to earn recognition for their commitment to customer service. This year’s awards programme saw over 1,600 entries from 50 different companies.

HGS Preston UK, a Customer Experience Centre of Excellence, won gold for delivering outstanding solutions to key customers Talk Talk and Fleur Telecom. HGS Chiswick UK took home the top prize for its customer service delivery for client Kimberly-Clark.

About HGS

HGS is a leader in optimising the customer experience and helping clients to become more competitive. HGS provides a full suite of business process management services from marketing and digital enablement services, consumer interaction services to platform enabling back office business services. By applying analytics and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, consumer packaged goods industries, and the public sector. HGS operates on a global landscape with about 40,000 employees in 65 worldwide locations delivering localised solutions. For the year ended 31st March 2015, HGS posted revenue of US \$458 million. HGS, part of the multi-billion dollar Hinduja Group, has over four decades of experience working with some of the world’s most recognized brands.

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